



JOB DESCRIPTION

Position Title: **Senior Staff Assistant**

Working Area: **Telecommunications**

Class Code: 5318
2002

Non-Exempt

EEO Code: 06

Effective Date: August 30,

Major Function

Responsible work involving continuous contact with the public by personal contact, by mail and telephone console.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Receives and answers telephone and direct inquires from the public on various issues. Connects incoming calls with proper County Departments or Division Offices.

Operates a telephone attendant console handling incoming, interoffice, local and long distance calls, and TDD (Telecommunications Devices for the Deaf) calls. Places out-going local, conference, and long-distance calls as required.

Initiates work orders for new telephone equipment, repair of existing equipment. Receives reports of service interruption to County Telephone System.

Maintains various reports and documents, and complete reports necessary to provide information to support assigned programs. Maintains telephone logs and records as required.

Operates a personal computer to input and retrieve data according to predetermined formats.

Performs general office duties, including but not limited to acting as receptionist for assigned office, preparing correspondence, office memorandums, and opening and distributing division mail.

Provides general information to the public and refers more technical questions to appropriate County office or supervisor.

Performs other duties as assigned or as may be necessary.



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Minimum Qualifications

Considerable knowledge of the operation of a telephone console attendant system with multiple extensions. Knowledge of County Departments and services. Knowledge of general office practices and procedures. Prefer knowledge of a meridian telecommunications attendant console system.

Ability to speak clearly and distinctly. Ability to respond to telephone calls in a professional manner under conditions of heavy workload. Ability to react quickly and calmly in placing and receiving emergency Calls. Ability to understand and follow oral and written instructions and maintain accurate records.

High School Diploma and two (2) years' experience in customer service work including one (1) year experience in the operation of a telephone console system.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position is a typical office situation. The incumbent typically performs job duties sitting at a desk or table. Incumbents in this position are exposed to radiant or electrical energy on a regular basis. This position requires the use of office equipment requiring high manual dexterity. As this position is responsible for answering a multiple line switchboard, good hearing is required.